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Hamilton-Wentworth. Dept of Social Services

Introduction to the social service department

1981

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GOVERNMENT DOCUMENTS

REGIONAL MUNICIPALITY OF HAMILTON-WENTWORTH

An Introduction

to the

Social Services Department

January, 1981

C O N T E N T S

		Page
• What do we do?	A brief description of the programmes.	1-6
• How much does it cost?	Diagramatic presentation of 1980 budget.	7-9
• Who does it?	Organizational charts giving names and telephone numbers of staff.	10-13
• How are clients and workers identified?		14-15
• List of terms and abbreviations most commonly used.		16-18

THE SOCIAL SERVICES DEPARTMENT

REGIONAL MUNICIPALITY OF HAMILTON-WENTWORTH

(Mac Carson - Commissioner - 526-4380)

SUMMARY OF PROGRAMMES

INCOME MAINTENANCE/SYSTEMS DIVISION

(Mike Brady - 526-4367)

Income Maintenance Unit

The Income Maintenance Division of the Regional Social Services Department is responsible for providing General Welfare Assistance to applicants who are found to be persons in need.

General Welfare Assistance is designed to cover cases of short-term or temporary financial need. Under GWA, (Provincial legislation), local municipal governments grant immediate financial assistance, where necessary, to persons or families living in Ontario.

The assistance granted is for food, clothing, personal needs, special diet foods, household supplies, shelter, utilities and fuel. The amount received depends on income, expenses, the size of family and the ages of children. Free medical and hospital insurance is also made available.

To be eligible for GWA, a person might be:

- unemployed and looking for work
- a mother supporting children alone
- a private foster parent
- sick and not eligible for sick benefits
- disabled or blind, but not eligible for Family Benefits Allowance
- elderly, but not eligible for Old Age Security
- attending high school, but living independently of family
- in an unusual situation of distress

Other eligibility factors are: liquid assets and income:

Liquid assets are items which can readily be converted into cash, such as money in the bank, bonds or property (other than residence).

Income from pensions will be deducted from GWA. A portion of income from part-time employment may be discounted in the calculation of income.

Cont'd...

Special Investigation Unit

Cases of suspected fraud are investigated by this Unit and if appropriate, charges are laid and convictions pursued.

Administration Unit

All activities within the offices relating to financial accounts, computerization, etc., are handled by the staff in this Unit.

SPECIAL SERVICES DIVISION

(Bert Cruickshank - 526-4397)

Residential Services Unit

The department has purchase of service contracts with several residences for people who are unable to live independently, either temporarily or for longer periods. The department pays a total per diem rate or, for residents with some income, the balance they cannot pay. Appropriate personal assistance is also offered by the workers involved.

Nursing Home Care

OHIP covers most of the cost of nursing home care; the patient makes up the remainder from his/her own income, e.g., old age pension. When a patient has no other income, the departments pays the non-OHIP portion of costs.

Special Projects

1) LONAR - a work activity program for 40 recipients of GWA and FBA, offering academic upgrading, work experience and discipline and personal counselling.

2) HELPING HANDS - a home support program for the elderly and physically handicapped; staff are ex-recipients of GWA. Clients qualify via a needs test.

Cont'd...

Special Assistance and Supplementary Aid Unit

Funds are available to recipients of FBA, OAS, etc., for:

- food for special diets
- drugs prescribed by a physician
- surgical supplies and dressings
- optical services
- one or more prosthetic appliances, including glasses
- vocational training and retraining
- travel and transportation
- moving
- funeral and burial
- any other special item or service authorized by the Director

The above items are also available to the "working poor" who meet the requirements of a means test.

SPECIAL ASSISTANCE for recipients of GWA is available for the items listed above.

CHILD AND FAMILY SERVICES DIVISION

(Leena Kinanen - 526-4421)

Through its Child and Family Services Division, the Regional Social Services provides the following services under the Day Nurseries, Homemakers and Nurses Services, and General Welfare Assistance Acts:

Purchase of Service

1. Day Care

The Social Services Department has Purchase of Service contracts with day care and preschool centres operated privately and/or by charitable organizations to provide subsidized day care under the Day Nurseries Act.

This financial assistance is available for families who are:

a) working parents - single and two parent families with low income;

b) families and children in need of support services for (therapeutic, psycho-social) reasons;

Cont'd...

c) persons attending retraining , work activity and college or university programmes with the objective of becoming gainfully employed;

d) persons looking for employment.

Direct Services

2. Red Hill Children's Centre

The Social Services Department provides direct day care services under the Day Nurseries Act, through its Child and Family Services Division.

The Red Hill Children's Centre is an integrated setting accommodating normal and handicapped children. It also provides programmes for parents relating to child guidance, nutrition and life skills in general, individually and in groups.

This service is available for anyone requiring day care services for normal and/or handicapped children. A subsidy is available for those applicants who qualify under the Day Nurseries Act.

3. Homebased Services

(A) Private Home Day Care (P.H.D.C.)

The Social Services Department provides Day Care services in private homes. This programme complements the services provided by traditional Day Care settings.

The selection, training and administration of the care providers is carried out by professionally qualified E.C.E. staff of the Child and Family Services Division in accordance with the Day Nurseries Act.

The primary purpose of supervised private home day care is to provide services for families with infants and school aged children. This enables the children to remain in their own neighbourhoods - for infants, close proximity to the home and intimacy of care - for school age children, close proximity to both school and home.

Secondly, the private home day care setting helps families in the Region's more remote areas where traditional day care facilities are not available.

Cont'd

(B) Homemakers and Nurses Services

The Social Services Department has Purchase of Service contracts with agencies providing homemaking and nurses services for persons with medical, psycho-social, geriatric and other needs qualifying under Homemaking and Nurses Services Act.

4. Family Life Skills - Counselling

The Social Services Department purchases services to provide group programmes for parents who need to gain skills related to child guidance and management, nutrition and personal life skills.

The families are referred to these programmes through the Subsidy Programme. The groups are run by professional social workers.

SOCIAL PLANNING & POLICY DEVELOPMENT DIVISION

(Norma Walsh - 526-4165)

This small group has responsibility for programme evaluation, service researching needs, etc., through use of research studies, Task Forces, and advisory and ad hoc committees of the Social Services Committee.

Counselling Unit

The Counselling Unit is staffed by professionally trained social workers who use their skills and knowledge of community resources to help clients cope with or solve their difficulties and attain their desired goals.

Home Management Unit

The main purpose of the Home Management Program is to provide, through teaching techniques, individuals and families with opportunities to improve their homemaking skills and routines, budget and credit management, proper nutrition habits and child care practices. This differs from traditional homemaker service, where care is provided to children in the absence or incapacity of the mother, or to ill or disabled persons unable to meet many of their own needs.

Cont'd...

Home Management staff are also available to help clients pursue any instrumental contact within the community, e.g., accompanying a client to Family Court.

An additional service provided is assistance for individuals and families in acquiring suitable accommodation.

Family Law Unit

The recent Family Law Reform Act has brought changes and additions to the relationship between the Department and Provincial Court, Family Division. All such activities are now handled through this Unit.

STAFF DEVELOPMENT AND TRAINING

(Lori Kaknevicius - 526-4164)

Through its Staff Development and Training Program, the Social Services Department acknowledges the need to provide systematic training for all staff with respect to its function and policies.

This program emphasizes the delivery of a higher quality of service with better uniformity. Areas of responsibility include the design and implementation of training programs for all incoming staff, staff exchange programmes for the purpose of staff training and job enrichment, educational policy development and the provision of up-dates of other community resources which could benefit both clients and workers, just to name a few.

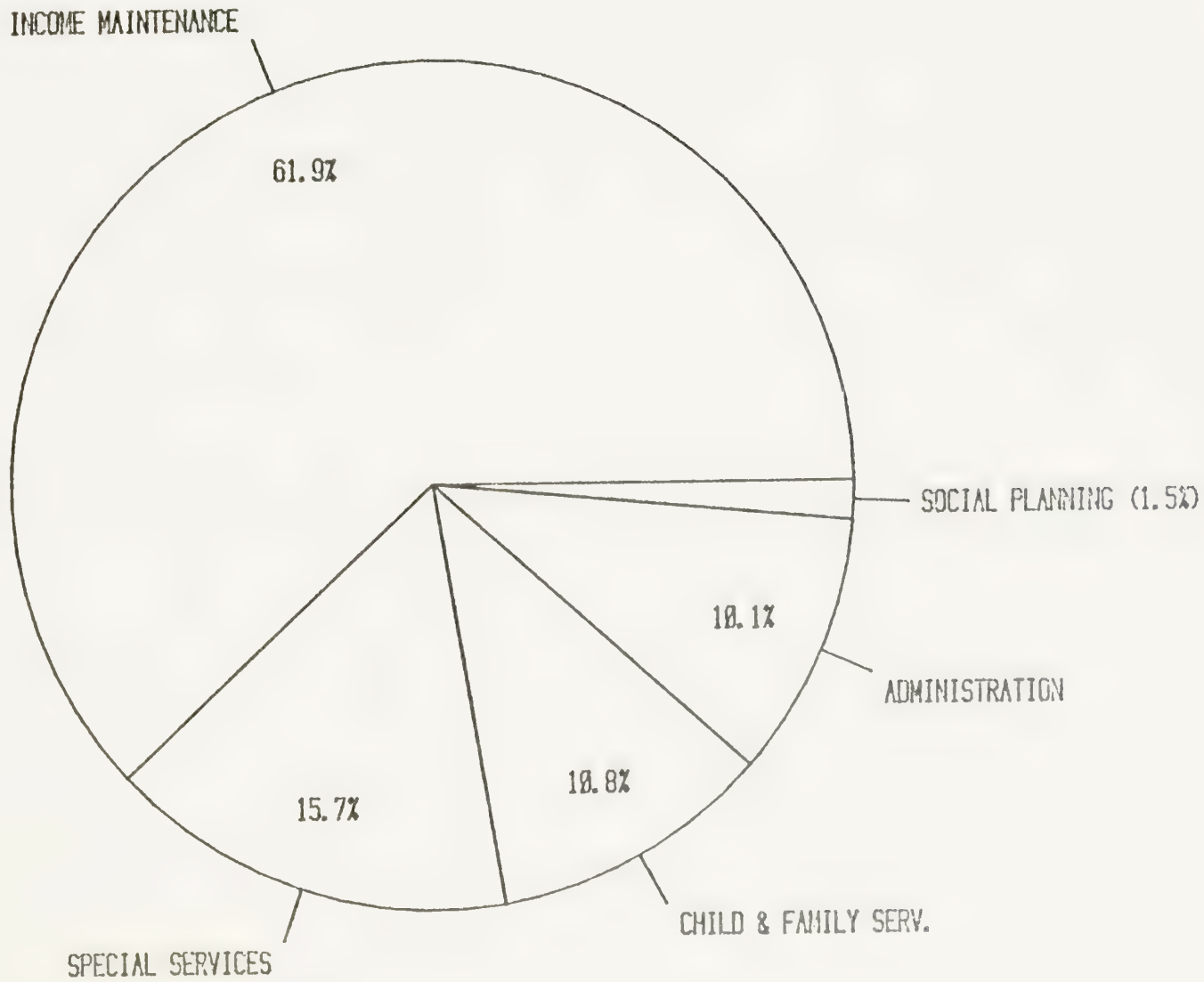
SOCIAL SERVICES DEPARTMENT

BREAKDOWN OF 1980 BUDGETED EXPENDITURES

	GROSS		NET	
	$	%	$	%
ADMINISTRATION	2,776,410	10.1	1,419,030	21.6
INCOME MAINTENANCE	16,952,900	61.9	3,190,580	48.5
SPECIAL SERVICES	4,290,460	15.7	1,299,250	19.7
SOCIAL PLANNING AND POLICY DEVELOPMENT	395,140	1.5	82,020	1.2
CHILD AND FAMILY SERVICES	2,967,460	10.8	593,490	9.0
	27,382,370	100.0	6,584,370	100.0

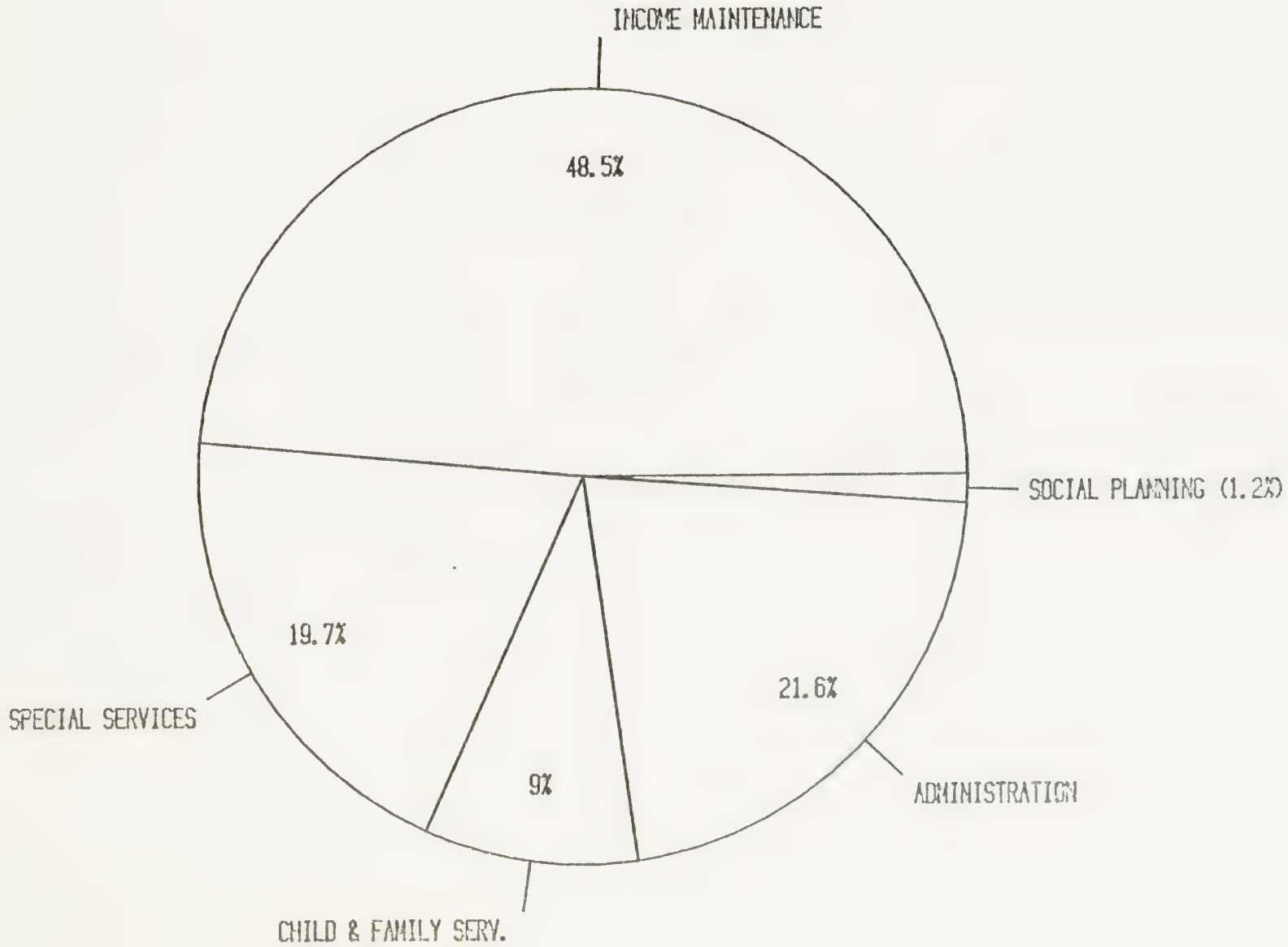
SOCIAL SERVICES DEPARTMENT

1980 GROSS BUDGETED EXPENDITURES



SOCIAL SERVICES DEPARTMENT

1989 NET BUDGETED EXPENDITURES



CHILD & FAMILY SERVICES DIVISION

CHILD AND FAMILY SERVICES DIVISION

Director
Leena W.-Kinanen - 421

----Secretary-Lori Abbass-288
----Team Clerk-Doreen Jurychuk-359

Homebased Services Supervisor
Jane Soldera - 133

Purchase of Service Supervisor
Jane Nikkila - 241

Direct Services
Red Hill Children's Centre
Supervisor
Jennifer Powell - 401

Visiting Homemakers and Nurses Services Programme

Michael Downs-453

Private Home Day Care Programme

Chris Hein-274
Karen MacDonald-411
Janis McInnis-339
Margaret Simmons-309
Jo-Anne McKenzie-411 (temp.)
Janet Brooks-411 (temp.)

Day Care Subsidy

Diana Klodt-471
Carol Prange-470
Bernadette Curtis-470 (temp.)
Lloyd Jones-471 (temp.)

Family Life Contracts

Asst. Supr.

Programme Staff
Gary Schwoob-401
Joan Colley
Elizabeth Fox
Maureen Gillem
Catherine Henning
Carol Anne Howe
Mary Louise Jeffreys
Katherine Kefalas
Lynn Robertson
Jo Ann O'Donnell
Jennifer Durling
Jo Anne Ridgers
Open
Monica Smith
Rae Hillmer
Elizabeth Jones

Support Staff
Janet Taylor
Sharon Englebrecht
Oralee Mitchell
Arthur Brown
Patsy Hesse (temp.)

(308)

INCOME MAINTENANCE DIVISION

M. BRADY - 367
Director of Income Maintenance

Josie Sclerko
Secretary -412

Systems
L. Brown
M. Spadafora
C. Scandlan
N. Law

R. Biggs - 318
Area Manager

E. Hinckley - 343
Area Manager

J. Sangster - 307
Supervisor of Accounting Services

Gabe Macaluso -361
Eligibility Review

Grant Corbett
Empl't Co-ordinator
523-2606

R. Ferguson
S. Kellogg
S. Charles

Records Maintenance
R. Karner - A. Drewett
L. Guy: Cont. Cl. 334
A. White - Dist. 01
J. Giornofelice

TEAM 01
C. Salciccioli - 374

18. G. Alexander - Wed.
19. J. Moskal - Tue.
08. T. Kellie - Wed.
09. L. Angelone - Wed.
11. J. Moffatt - Thur.
12. M. Stan - Fri.
13. K. Baker, - Tue.
14. M. Chernets - Fri.
15. D. Fucella - Mon.
16. L. Hepburn - Tue.
17. E. Adamo - Thur.

Team Control Clerk
H. Mickeloff -334

Team 01 Boundaries
John Street to Western Regional Limits (not including John St.) and west of Upper Horning Road on the mountain.

TEAM 03
R. Malloy - 362

27. G. Stefanow -Wed.
28. G. Thompson -Mon.
29. S. Fitzgerald-Tue.
26. W. Elliott -Wed.
30. J. Pursell -Thur.
31. L. Agro -Tue.
25. P. Elliott -Fri.
33. B. Mooney -Mon.
34. G. Copeland -Wed.
35. N. Galan -Fri.
36. R. Cole -Wed.
37. P. Salvatori -Thur.

Team Control Clerk
Mae Bishop -312

Team 03 Boundaries
John Street to including Wentworth.

TEAM 04
C. Hinatsu - 395

39. J. Amos -Mon.
48. B. Leonard -Tue.
49. D. Smith -Wed.
40. D. Moore -Wed.
41. B. Hone Mon.
42. C. Huddleston-Thur.
43. T. Lazar -Wed.
44. A. Curtis -Tue.
45. R. Cowell -Thur.
46. J. Gabriele -Fri.
47. D. Wilson -Tue.

Team Control Clerk
J. Beynon -345

Team 04 Boundaries
Between Wentworth and Kenilworth.

TEAM 05
J. Lowery - 376

58. A. Spencer -Tue.
59. B. Potter -Wed.
50. M. Ippolito-Tue.
51. T. Letts -Wed.
52. K. Braun -Thur.
53. J. Chiro -Wed.
54. J. Brown -Wed.
55. L. Andrew -Thur.
56. K. D'Andrade Thur.
57. C. Hill -Wed.
60. M. Holden -Tue.

Team Control Clerk
A. Glover -306

Team 05 Boundaries
Includes Kenilworth East to Regional limits below escarpment.

TEAM 06
F. Merinuk - 373

62. J. Boles - Tue.
69. M. MacKay - Wed.
61. W. Hickey - Mon.
62. T. Hendry - Tue.
63. M. Hannibal - Wed.
65. S. Blackwood - Wed.
66. D. Bristo - Thur.
67. L. Brandino - Tue.

Team Control Clerk
D. Ebert -323

Team 06 Boundaries
Mountain - from and including Upper Horning Road to Easterly Regional limits.

PLANNING & Policy Division.

January 1, 1981

NORMA WALSH - 165

SOCIAL PLANNING AND POLICY DEVELOPMENT

Janet Foster - 450
Secretary

Counselling and Home Management Unit

Supervisor:	Anne Bugailiskis	- 440
Secretary:	Marylou Ryznyk	- 216
Counsellors:	Barbara Hoganson	- 410
	Roger Parker	- 420
	Chris Cardey	- 460
Home Managers:	Win Stewart	- 400
	Donna Merritt	- 430
Family Law Worker:	John Johnston	- 492

- Program Evaluation
- Researching Service Needs

- Grants to outside bodies
- Purchase of Service Agreements with specific counselling agencies

SPECIAL SERVICES DIVISION

T. Cruickshank - 397
Director - Special Services

L. Bethley - 398
Secretary

S. Sinclair - 329
Administrative Officer

R. Ciorsch - 528-1688
Supervisor - Helping Hands

Clk. Typist	L. Anderson
Dispatcher	P. Sheeler
	M. Gainham
Assist. Supvr.	S. Commons
	D. Townson

RESPONSIBILITIES

To provide a home support program for elderly and handicapped persons to enable them to remain in their own home.

Special Income

Steno. II	R. Clarkson
Clerk Typist II	
	L. McDuffee
S.S.W.I	V. Walton
	A. Asquith

RESPONSIBILITIES

To provide Special Assistance items to G.W.A. recipients and Supplementary Aid to recipients of F.B.A., O.A.S. and low income.

T. Cassidy - 525-8240
Director - Project LONAR

Clerk Typist	-
Teacher	Z. Wearing
Counsellor	D. Dubé
Work Supervisors	B. Galli
	A. Mertens
	M. Beldman

RESPONSIBILITIES

To conduct a rehabilitation program for persons with serious barriers to employment and functional well-being.

The program to include life skills, academic up-grading and work activity components.

J. Cameron - 366
Supervisor - Residential Services

Clerk Typist	J. Keller
S.S.W.I	A. Seidmore
	C. Lambert
	D. Tikulja
	W. Brown

RESPONSIBILITIES

To provide assistance to persons who are unable to live independently either through G.W.A. or on a contract per diem basis.

Identification of Client and Worker

The Income Maintenance programme is computerized and therefore, specific information is required if the client is to be efficiently identified. To facilitate this it is necessary to know the following:

Client's surname and first name;
date of birth;
address and telephone number.

While the telephone number is not used for computer identification, it does provide ready access to the system.

It is also important to identify the programme the client is on. General Welfare Assistance clients are dealt with by the Regional system. Family Benefits clients are dealt with by the Provincial system. It saves a lot of time and effort if this information is obtained early in any discussion. Family Benefit problems can more easily be solved by calling 526-9300, rather than by directing it to the Regional office.

Telephone numbers for the Regional Social Service offices are listed on the organizational chart. Because the department is divided into teams (Income Maintenance) which serve a geographical area (see organizational chart), it is possible by identifying the client's address to contact the appropriate team supervisor directly. The three digit number against each name on the organizational chart is the worker's extention. By using the prefix 526-4 plus this number, any worker can be contacted. (Regional chart shows day in the office.)

Because workers change from time to time the telephone list will soon become out of date. However, each worker in Income Maintenance has a two digit number also. This number refers to the "district" the worker is serving. By identifying this number and then using the appropriate three digit number, the correct worker for that client can be contacted. The district number is printed on the blue eligibility slip which each client receives. If the client does not know their worker's name, then this number should be used.

Cont'd.

Identification of Client and Worker

In summary, then, a client's problem can be dealt with more efficiently if the following information is available:

- Surname and first name
- Date of birth
- Address and telephone number
- Worker's name or district number (top left corner of blue slip)
- Programme, i.e., General Welfare Assistance or Family Benefits

Terms and Abbreviations Most Commonly Used

B.J.R.T.	Basic Job Readiness Training (Federal Programme)
Comsoc	Ministry of Community and Social Services (Provincial)
C.E.I.C.	Canada Employment and Immigration Centre (Federal)
Comfort Allowance	A small amount of spending money provided to residents of nursing homes and homes for the aged, where eligible.
Deactivated	Termination of the client's active file on the computer.
Eligibility	A test applied to the income of a client using the Form I to establish whether or not they can receive the benefits of a programme.
Eligibility Slip	A blue slip provided to every client on General Welfare Assistance with their cheque. It must be returned stating any income received to continue eligibility.
E.C.E.A.	Early Childhood Education Association.
Focus For Change	An upgrading programme for women run by Mohawk College and C.E.I.C.
G.I.S.	Guaranteed Income Supplement, a Federal programme for the elderly who qualify.

G.A.I.N.S.	Guaranteed Annual Income Supplement for elderly and people on Family Benefits who qualify.
G.W.A.	General Welfare Assistance.
Helping Hands	See Summary of Programmes.
Ineligible	An applicant who does not qualify under the eligibility test.
Job Search	A form filled by clients to record search for work.
L.O.N.A.R.	Linking of Needs and Resources (see Summary of Programmes).
P.U.E.	Permanently unemployable.
Low Income	Client who is employed or has a low income who may qualify for special assistance.
P.H.D.C.	Private Home Day Care. (See Summary of Programmes).
Supp. Aid.	Supplementary aid provided under G.W.A. Act to recipients of Family Benefits who qualify.
Subsidized Day Care	See Day Care, Purchase of Service, in Summary of Programmes.
Special Assistance	Same as Supplementary Aid for clients on G.W.A.
Terminated	A client who no longer qualifies for assistance.

U.I.C.	Unemployment Insurance Commission.
Voc. Rehab.	Vocational Rehabilitation. A programme run by Community and Social Services, (Provincial).
Working Poor	Client who is employed or has a low income who may qualify for special assistance.
W.C.B.	Workmen's Compensation Board.

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